JOB TITLE: Marketplace Supervisor

REVISED: August 1, 2022

REPORTS TO: Workforce Program Development Manager

LOCATION: Nelsonville, Ohio with potential for work in Glouster and Athens, Ohio

REMOTE OPTIONS: None. Remote work options are NOT available for this role.

CLASSIFICATION: Full Time, (1.0 FTE) exempt (to include evening and weekend work as the program demands). The position is grant funded and contingent on the availability of new and continuing grant funding.

TO APPLY: Submit a detailed cover letter, resume, and three professional references to Madison Trace via email at madison@saopseoh.org by August 19, 2022. Interviews will take place at virtually or at SAOP’s main office in Athens, Ohio.

ABOUT THE EMPLOYER: The Survivor Advocacy Outreach Program (SAOP), a growing nonprofit rape crisis/domestic violence program, believes that everyone has a right to live free from violence. SAOP serves 9 counties in the Southeast Ohio region and is expanding our reach and programs to include a social enterprise division called New Leaf Justice Enterprises. This division will provide free housing, supportive services, and living wage employment opportunities to our survivors via the New Leaf Marketplace - Nelsonville. Our facilities operate under full compliance with all CDC guidance. This includes the use of masks and COVID vaccines. A demonstrated alignment with our workplace values is strongly preferred. Survivor Advocacy Outreach Program is an Equal Opportunity Employer that does not discriminate based on actual or perceived race, creed, color, religion, lineage or national origin, ancestry, citizenship status, age, ability, sex, gender, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws.

JOB DESCRIPTION: The Marketplace Supervisor is passionate about using their expertise to provide a high-quality restaurant and retail experience to patrons and a safe, oppression-free, and enriching workplace environment for New Leaf colleagues and residents. This person will work with the Enterprise Operations Manager to ensure that the day-to-day operations of the Marketplace run smoothly, all food/health/safety requirements are being met, shifts are adequately staffed, and staff are trained and fully supported. The successful candidate will be a hands-on and engaged manager of all Marketplace activities and must be passionate about cultivating a community of loyal patrons and a workplace culture of learning, empowerment, and growth that is free of oppression in all its forms.

QUALIFICATIONS/REQUIREMENTS:

* High school diploma or GED
* Reliable personal or private transportation
* Exceptional organizational, communication, and customer service skills
* Demonstrated ability to work and make decisions in a dynamic fast-paced setting
* Strong multi-tasking skills and the ability to juggle conflicting priorities
* Able to lift 50 pounds, move, stoop, bend, and stand for long periods of time
* Ability to work a flexible schedule, morning/midday/weekend/evening/holiday
* Experience supervising individuals from marginalized communities
* Have at least 1 year of management or supervisory experience in the restaurant, food service, or hospitality industries
* ServSafe Certification

RESPONSIBILITIES:

* Create and manage staff, schedules, break times, conflicts, and other concerns to maintain proper store operation
* Assist in the training of new staff as well as the continuous training of existing staff
* Oversee food service, catering orders, and retail and online sales
* Maintain high-quality standards for store cleanliness and professional behavior
* Oversee staff compliance with all health code and sanitation requirements
* Provide exceptional customer service and encourage your staff to do the same
* Respond to customer complaints quickly and de-escalate problem situations
* Develop and discuss strategies for improving our customers’ experience
* Work with staff to establish and maintain inventory levels for restaurant and food supplies, retail goods, cleaning products, and more
* Identify ways to cut waste, lower costs, improve processes, and increase profits
* Ability to work nights and weekends
* Other duties as assigned

SALARY & BENEFITS:

* Base pay is $48,000 per year, fulltime, salaried
	+ Plus a health expense stipend
		- $5,200 per year for single no dependents
		- $10,600 per year for married or with dependents
* Work related travel reimbursements ($0.58 per mile)
* 5% base salary pension contribution (employer sponsored)
* 160 hours of paid time off per year
* Short and long term disability and life insurance

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All full-time staff receive employer sponsored retirement plan contributions, health related expense stipend, and generous paid-time off. These benefits are reflective of SAOP being committed to trauma-informed care not only with our clients, but also our staff.